

AAdministrative
Services
Letter

07-09
Grievance Procedure
(Represented Employees)



Signed By	/s/ Marie Stephans, Chief Administrative Services Division	Number	07-09
Distribution	All Employees	Date Issued	September 6, 2007
Subject	Grievance Procedure (Represented Employees)	Expires	When Canceled
Guide Section	Labor Relations	Reference	Cancels ASL 95-11

This Administrative Services Letter contains information regarding [employee grievance and complaint procedures](#). Since grievances and complaints can be sensitive and complex, managers and supervisors should consult with the Labor Relations Section whenever an employee grievance or complaint is received. Represented employees should consult their exclusive representative (Union) for assistance.

Questions regarding the grievance and complaint procedure should be directed to the Air Resources Board, Labor Relations Officer at (916) 323-6753.

Grievance Procedure for Represented Employees

Handbook

Grievance **P**rocedure

for Represented Employees

Table of Contents

Grievance Procedure for Represented Employees

Introduction.....	i
Definitions.....	ii
Grievance Procedure for Representative Employees	1
Policy	1
General Provisions.....	1
Grievance	2
Individual Grievance	2
Group Grievance	2
Union Grievance	2
Class Action Grievance	2
Health & Safety Grievance	2
Out-of-Classification Grievance	2
Work-related Complaint	3
Reprisal.....	3
Right to Representation	3
Time Off During Work Hours.....	3
Steward Time Off.....	3
Grievance Timelines.....	3
Filing and Appealing a Grievance or Complaint	4
Management Response	4
Grievance Procedure	4
Informal Discussion	4
Grievance Form	4
Grievance Procedure Charts	5
SEIU Local 1000 Grievance Procedure.....	6
Grievance Procedure California Attorneys, Administrative Law Judges and Hearing Officers (CASE).....	7
Professional Engineers in California State Government (PECG) Grievance Procedure.....	8
California Association of State Scientists (CAPS) Grievance Procedure.....	9
International Union of Operating Engineers (IUOE) Grievance Procedure.....	10
Health and Safety Grievances.....	11
Health and Safety Grievance Procedure SEIU Local 1000.....	12
Health and Safety Grievance Procedure California Attorneys, Administrative Law Judges and Hearing Officers (CASE)....	13
Health and Safety Grievance Procedure California Association of State Scientists (CAPS).....	14
Health and Safety Grievance Procedure International Union of Operating Engineers (IUOE)	15
Work-Related Complaints	16
Resources	16

Grievance Procedure

Grievance Procedure for Represented Employees

Introduction

At the Air Resources Board (ARB), employee job-related issues and concerns are to be resolved fairly, quickly and at the lowest possible organizational level. This Administrative Services Letter (ASL) outlines the basic procedures for addressing represented employee grievances and complaints. Represented employees are designated employees in collective bargaining units 1 through 21. Each bargaining unit Collective Bargaining Agreement contains a detailed grievance procedure. Although these procedures are similar, there are differences in specific features, i.e., time limits for filing and responding, designated levels of review, etc. It is important, therefore, to review the appropriate Collective Bargaining Agreement prior to filing or responding to an employee grievance or work-related complaint.

Definitions

TERM	DEFINITION
<u>Arbitration:</u>	Arbitration is the last step of the grievance procedure. Arbitration decisions are final and binding on both parties.
<u>Bargaining Unit (BU):</u>	Grouping of employees for the purpose of bargaining based on criteria related to common occupational factors among employees or classifications of employees, and the effect of the grouping on the meet and confer relationship, effective representation, and efficient operations of the State.
<u>Board of Adjustment (BOA):</u>	The BOA is made up of two representatives designated by the union and two representatives designated by the State employer for the purpose of considering grievance appeals with the authority to grant or deny grievances at Step 4 of the grievance procedure.
<u>Collective Bargaining Agreement:</u>	A written agreement between the State and a labor organization, usually for a definite term, defining conditions of employment, rights of employees and the labor organization, and procedures to be followed in settling disputes and handling issues that arise during the life of the agreement. Collective bargaining agreement is also referred to as "contract" or "Memorandum of Understanding".
<u>Exclusive Representative:</u>	An employee organization recognized by the State employer as the exclusive bargaining agent of the employees in a bargaining unit.
<u>Work-Related Complaint:</u>	A dispute involving the application or interpretation of a written rule or policy not covered by the collective bargaining agreement and not under the jurisdiction of the State Personnel Board. Work-related complaints may only be processed as far as the department head or designee.
<u>Grievance:</u>	A dispute of one or more employees or a dispute between the State and the union, involving the application, interpretation, or enforcement of the terms of the collective bargaining agreement.
<u>Grievance (BU 12 only):</u>	A dispute of one or more employees or a dispute between the union and the State involving the interpretation, application or enforcement of the provisions of the collective bargaining agreement, or involving a law, policy or procedure concerning employment related matters not covered in this collective bargaining agreement and not under the jurisdiction of the State Personnel Board.
<u>Health & Safety Grievance:</u>	Expedited procedure for resolving situations where an employee (or employee union) believes he/she is being required to work where a clear and present danger exists.
<u>Out-of Classification Grievance:</u>	An employee is considered to be working "out of classification" when he/she spends a majority of his/her time over the course of at least two consecutive work weeks performing duties and responsibilities associated with a higher level existing classification that do not overlap with the classification in which the employee holds an appointment. These grievances are processed according to the Out-of-Classification Grievance procedure contained in the collective bargaining agreement.
<u>Union Representative:</u>	"Union Representative" refers to an employee designated by the union as a Union Steward, a paid union staff representative or a Bargaining Unit Counsel Representative.

GRIEVANCE PROCEDURE FOR REPRESENTED EMPLOYEES

The Air Resources Board is committed to maintaining a work environment where its diverse employee population can work in an atmosphere of tolerance, civility, and mutual respect for the rights, duties, and sensibilities of each individual. The grievance process is available to assist in the resolution of disputes involving the application, interpretation, enforcement or alleged violation of the express terms of the Collective Bargaining Agreement. The purpose of the grievance procedure is to provide for the prompt review and resolution of grievable issues either formally or informally at the lowest possible level.

Policy:

It is the policy of the Air Resources Board to provide represented employees the freedom to exercise their rights as established under Government Code 3512 et seq. (Ralph C. Dills Act), and to afford employees an effective means of obtaining prompt consideration of grievances and work-related complaints. In that regard, every employee eligible to file a grievance or complaint may do so without fear of unlawful discrimination or reprisal. Employees and their respective supervisors and managers are encouraged to make reasonable attempts to identify potential issues and seek to remedy disputes and find acceptable solutions by informal means at the lowest possible level of supervision. If the employee is not in agreement with the decision reached through these discussions, a formal grievance or complaint may be filed in writing pursuant to the procedure and time limits set forth in the appropriate Collective Bargaining Agreement.

General Provisions:

The Air Resources Board Labor Relations staff is responsible for advising management representatives on the administration and processing of employee grievances and work-related complaints, and as such, questions regarding employee grievances and work-related complaints should be addressed to the Labor Relations staff.

Each Collective Bargaining Agreement contains a negotiated grievance procedure. It is important to review the appropriate Collective Bargaining Agreement for specific information regarding employee grievance procedures and time frame requirements prior to filing or responding to an employee grievance.

Grievances and work-related complaints, as labor relations appeals, are handled and processed differently than other types of employment-related appeals, e.g., appeals of adverse actions and rejections during probation, examination appeals, merit issue complaints, discrimination complaints, etc. Grievances and complaints are processed in accordance with a negotiated grievance procedure. Procedures for filing and processing grievances and work-related complaints are detailed in Collective Bargaining Agreements. Each of the State's Collective Bargaining Agreements contains a detailed grievance procedure for the appeal and review of employee grievances and complaints specific to the bargaining unit. Although these procedures are similar, there are differences in technical features, i.e., time limits for appeal of and response to a grievance or complaint and/or number of designated levels of review, etc. Therefore, it is important to review grievance and complaint provisions contained in the applicable Collective Bargaining Agreement prior to filing or responding to a grievance or work-related complaint. Employees may obtain a copy of their Collective Bargaining Agreement by contacting their Union. Managers and supervisors may obtain copies of Collective Bargaining Agreements by contacting the Labor Relations

Officer at (916) 323-6753. Collective Bargaining Agreements are also available for viewing online at the Department of Personnel Administration website at <http://www.dpa.ca.gov/collbarg/contract/bumenu.shtm>.

While most Collective Bargaining Agreement provisions are subject to the entire grievance process (i.e., review by the Department of Personnel Administration and subject to arbitration), some provisions specifically limit grievability to the third or fourth level of appeal of the formal grievance procedure. The limitation of grievability will be clearly stated in the relevant provision of the Collective Bargaining Agreement (i.e., annual performance appraisals may only be grievable up to the departmental level of review). Review the applicable labor contract for specific provisions related to the grievance procedure and any provisions related to issues addressed in the specific grievance or work-related complaint. The Department (Labor Relations Officer) is the final level of review for all employee complaints. Grievances and complaints are defined as follows:

Grievance: A grievance is a dispute of one or more employees and or the union involving the interpretation, application, or enforcement of the express terms of the labor contract. There are four categories of grievances:

- Individual Grievance - An individual grievance is filed when an alleged violation of the Collective Bargaining Agreement affects only one employee.
- Group Grievance - A group grievance is filed when an alleged violation of the Collective Bargaining Agreement affects more than one individual.
- Union Grievance - Sometimes an alleged contract violation affects the union as an institution. Union grievances protect the right of the Union to function as the exclusive representative.
- Class Action Grievance – A class action grievance involves alleged violations of the Collective Bargaining Agreement that impacts or affects employees of more than one work group or work location or department.

Health & Safety Grievance: A health and safety grievance involves situations in which an employee, in good faith, believes he/she is being required to work where an immediate and recognizable threat to his/her health and safety exists. Health and safety grievances are processed under an expedited grievance procedure.

Out-of-Classification Grievance: An employee is considered to be working “out of classification” when he/she spends a majority of his/her time over the course of at least two consecutive work weeks performing duties and responsibilities associated with a higher level existing classification that do not overlap with the classification in which the employee holds an appointment. Out-of-classification

grievances are processed according to the Out-of-Classification Grievance procedure contained in the labor contract.

Work-related
Complaint:

A complaint is a dispute of one or more employees involving the application, interpretation, or enforcement of a written rule or policy not covered by the Collective Bargaining Agreement and not under the jurisdiction of the State Personnel Board.

Reprisal:

Employees are guaranteed freedom from reprisal, harassment or discrimination, either threatened or imposed, for exercising rights provided under the Ralph C. Dills Act or under provisions of the Collective Bargaining Agreement. Reprisal, harassment or discrimination, either imposed or threatened, against an employee, witness, representative, or other individual(s) for filing or participating in a grievance or work-related complaint, or for exercising any rights provided under the Ralph C. Dills Act or an applicable Collective Bargaining Agreement will not be tolerated.

**Right to
Representation:**

An employee's right to representation is guaranteed by individual Collective Bargaining Agreements and the provisions of the Ralph C. Dills Act.

Time-Off During
Work Hours:

Employees are entitled to reasonable time off during work hours to meet with their representative regarding representational matters or to prepare a grievance or work-related complaint. Time off, however, is subject to approval by management and based on operational need. If workload issues prevent an employee being provided time off at the time requested, an alternate time in the near future must be provided.

Steward Time-Off:

Upon the request of an aggrieved employee, a union steward shall be allowed reasonable time off during working hours, without loss of compensation, for representational purposes and to assist the employee with preparation, filing and presentation of a grievance or work-related complaint as long as the employee to be represented is in the steward's designated area of representation. Time-off for these purposes is subject to prior notification and approval of the union steward's immediate supervisor.

Grievance Timelines:

Each Collective Bargaining Agreement mandates timely submissions of grievances and work-related complaints. Time frames are clearly specified in the Collective Bargaining Agreement Grievance Procedure for the filing and processing of a grievance or work-related complaint through each step of the grievance or complaint procedure. All parties involved in a grievance or work-related complaint are expected to act upon the grievance or complaint in a timely manner so that issues and concerns may be dealt with and resolved promptly.

Every effort should be made to complete action within the time limits contained in the grievance/complaint procedure. On occasion, however, with the mutual consent of the parties, the time limit for any step in the grievance or complaint procedure may be

extended. Agreement to extend time limits at any level should be clearly documented in writing.

Failure to submit or elevate a grievance or work-related complaint within the specified timeframe at any level of the grievance or complaint procedure will result in the grievance or complaint being considered withdrawn.

Filing and
Appealing a
Grievance or
Complaint:

If the employee, or his/her representative, fails to file or to elevate a grievance or work-related complaint within the timeframes specified in the Collective Bargaining Agreement at any level of the grievance or complaint procedure, the grievance or complaint is considered withdrawn.

Management
Response:

If management, at any level, fails to respond to a grievance or work-related complaint within the time limits specified in the grievance or complaint procedure, the grievant has the right to appeal to the next level or review.

Grievance Procedure:

Each of the State's Collective Bargaining Agreements contain specific procedures to be used by employees represented under the agreement for processing and resolving employee grievances and work-related complaints. Employees, supervisors and managers are strongly encouraged to review the specific provisions of the applicable Collective Bargaining Agreement prior to filing or responding to a formal grievance or work-related complaint.

Informal
Discussion:

At the informal level of the grievance process, the employee and/or employee's representative and the employee's immediate supervisor discuss the specific incident, issue or problem. The informal discussion is initiated by the employee or his/her representative and, with the exception of employees in Bargaining Unit 12, is to precede the filing of a formal written grievance. The time by which the immediate supervisor is to issue his/her decision or response varies by bargaining unit. Check the Grievance Procedure provision of the applicable Collective Bargaining Agreement for timeframes and requirements specific to the bargaining unit.

Grievance
Form:

Pursuant to the laws and rules of the State of California and in accordance with applicable Collective Bargaining Agreement provisions, a grievance must be filed on an "[Employee Contract Grievance \(Std. 630\)](#)" form. The "Employee Contract Grievance (Std. 630)" form must contain, at a minimum, the following information:

The "[Employee Contract Grievance \(Std. 630\)](#)" must specify the specific articles(s) and sections(s) of the Collective Bargaining Agreement that have allegedly been violated.

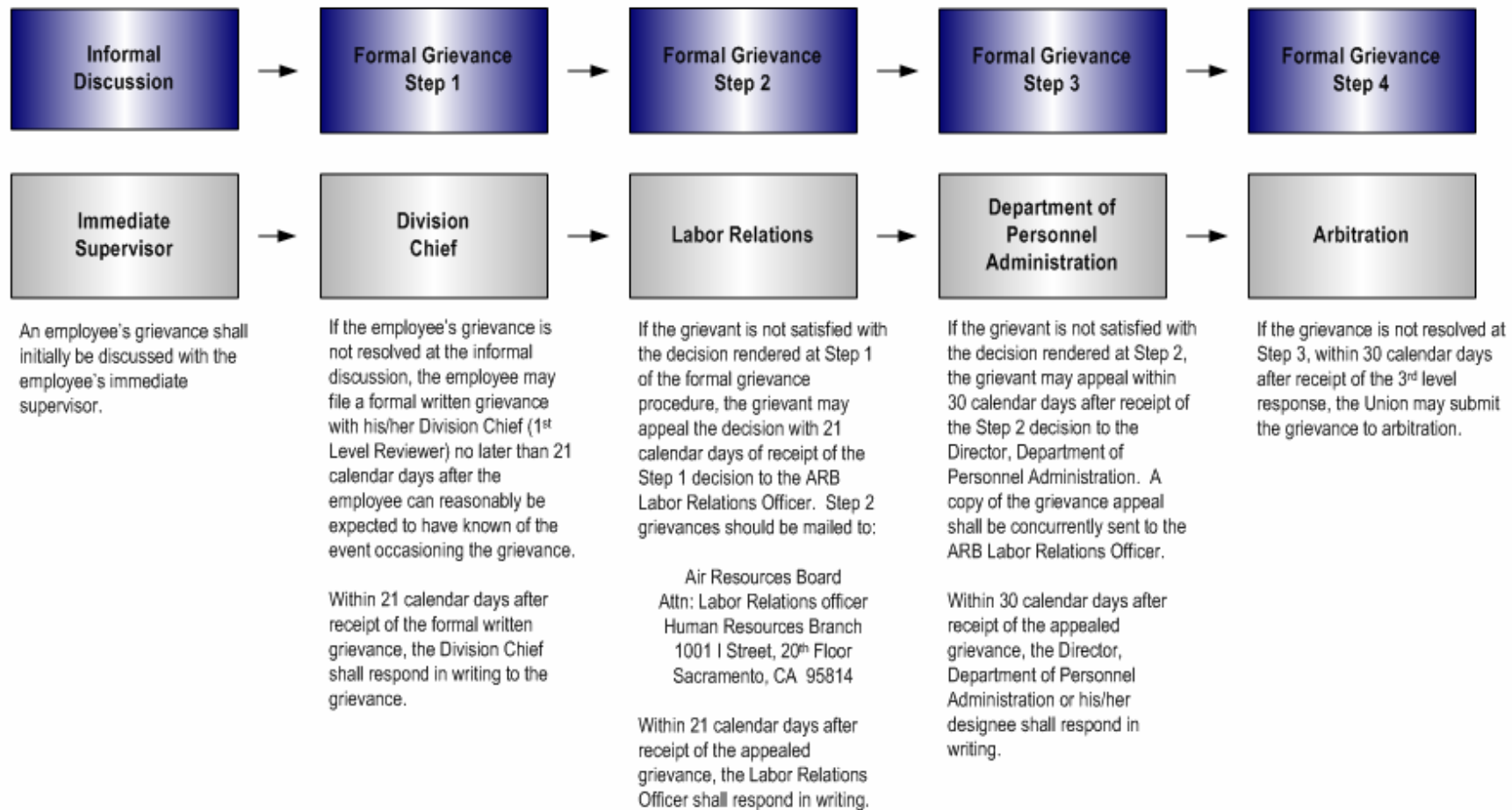
- (1) The grievant's collective bargaining unit.
- (2) The date of the incident or action causing the grievance.
- (3) The date of the informal discussion and date of the informal response.
- (4) The specific articles(s) and sections(s) of the collective bargaining agreement allegedly violated.
- (5) A clear description of the problem or issue causing the grievance (grievance statement).
- (6) The specific remedy being requested.

Failure to provide the above information on the grievance form can result in the grievance being returned to the grievant or his/her representative as incomplete and/or improperly filed. Timeframes for processing the grievance will not necessarily be extended due to the return of an incomplete and/or improperly filed grievance.

Grievance
Procedure
Charts:

The following Grievance Procedure Charts serve as summaries only of the bargaining unit Grievance and Complaint Procedure. While most contract provisions are subject to the entire grievance process (i.e., review by the Department of Personnel Administration and subject to arbitration), some provisions specifically limit grievability to the third or fourth level of the formal grievance procedure. Any limitation of grievability will be clearly stated in the relevant provision of the Collective Bargaining Agreement (i.e., in most Collective Bargaining Agreements, an annual performance appraisal may only be grieved up to the departmental level of review). The ARB Labor Relations Officer is the final level of review for most work-related complaints. It is important, therefore, to review the specific provisions of the applicable Collective Bargaining Agreement prior to filing or responding to a formal grievance or work-related complaint.

GRIEVANCE PROCEDURE
SEIU Local 1000
(Bargaining Units 1, 4, 11, 14 & 21)



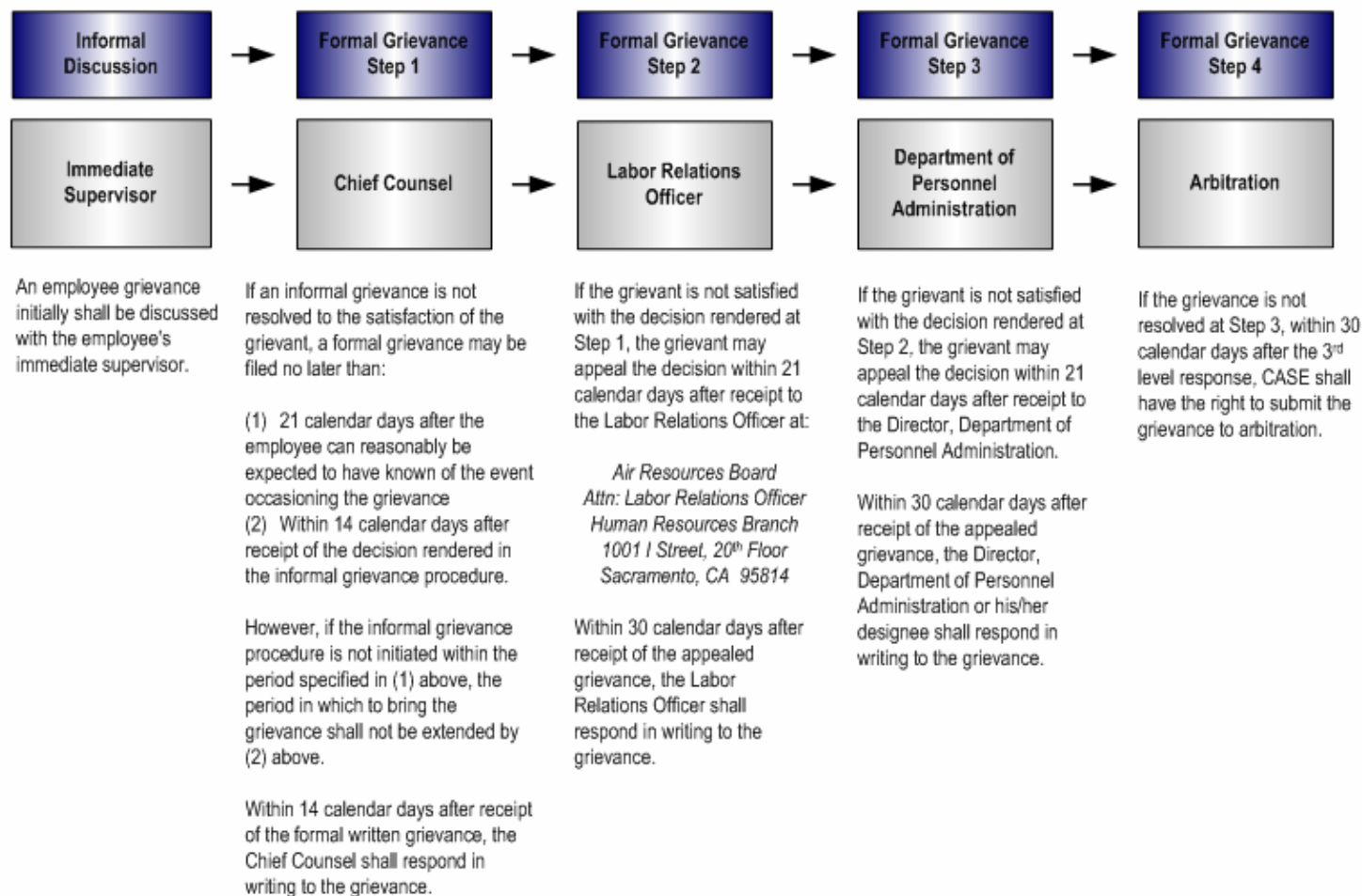
Note: Grievances must be filed on form STD. 630.

If the State fails to respond to a grievance within the time limits specified for a given step, the grievant has the right to appeal to the next step.

There are some exceptions to the above procedure. Some contract provisions limit grievability to up to the third or fourth level of the formal grievance procedure. The limitation of the grievance will be stated in the relevant contract provision. Also some contracts provide for an expedited Health and Safety Grievance procedure. A detailed description of the grievance procedure is contained in the Collective Bargaining Agreement. Employees are strongly encouraged to review the Collective Bargaining Agreement language for specific information regarding the grievance process.

GRIEVANCE PROCEDURE

California Attorneys, Administrative Law Judges and Hearing Officers in State Employment (CASE) (Bargaining Unit 2)



Note: Grievances must be filed on form STD. 630.

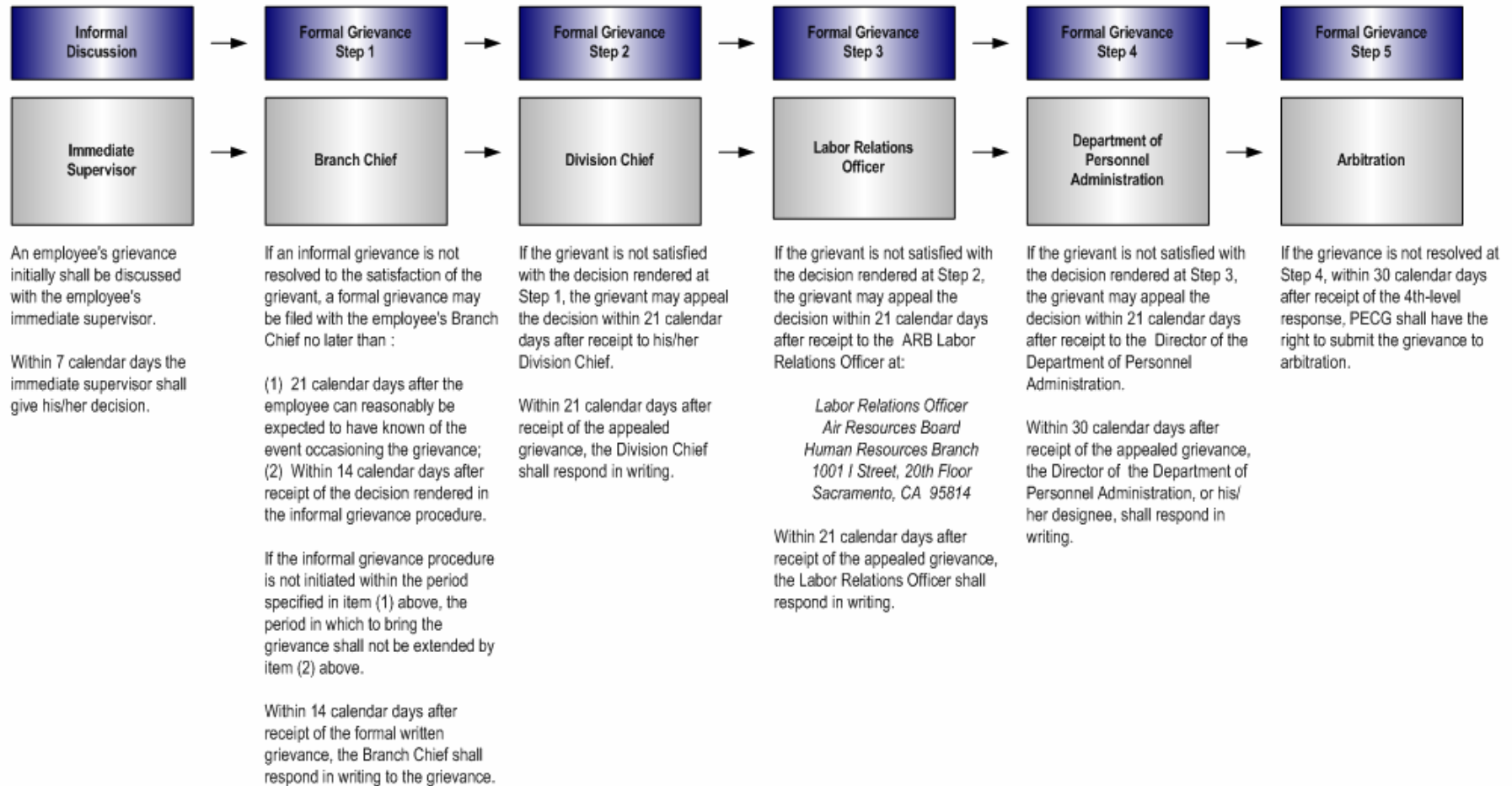
If the State fails to respond to a grievance within the time limits specified for a given step, the grievant has the right to appeal to the next step.

There are some exceptions to the above procedure. Some contract provisions limit grievability to up to the third or fourth level of the formal grievance procedure. The limitation of the grievance will be stated in the relevant contract provision. Also some contracts provide for an expedited Health and Safety Grievance procedure. A detailed description of the grievance procedure is contained in the Bargaining Unit 2 Memorandum of Understanding (MOU). Employees are strongly encouraged to review the Collective Bargaining Agreement language for specific information regarding the grievance process.

GRIEVANCE PROCEDURE

Professional Engineers in California State Government (PECG)

(Bargaining Unit 9)

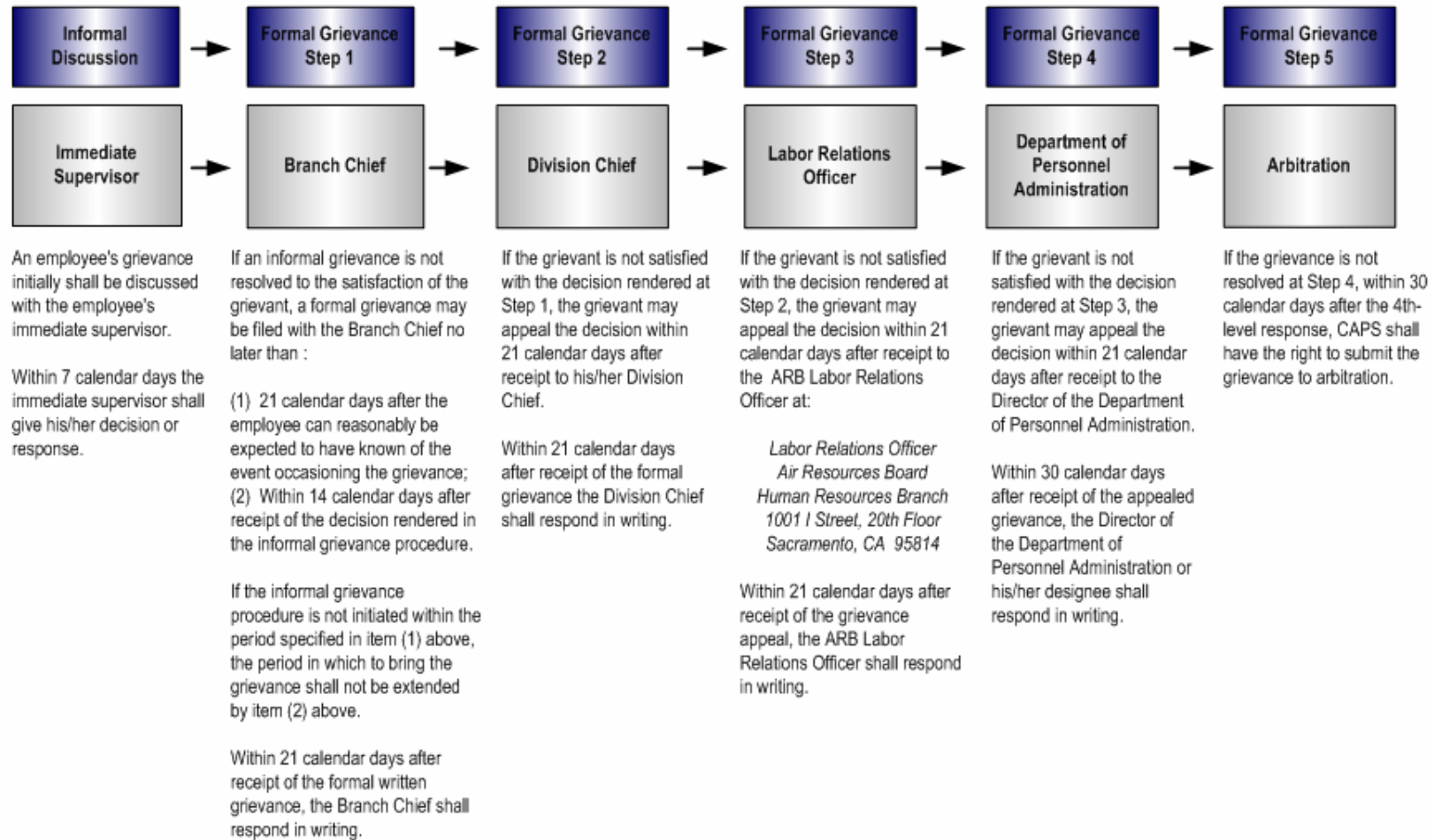


Note: Grievances must be filed on form STD. 630.

If the State fails to respond to a grievance within the time limits specified for a given step, the grievant has the right to appeal to the next step.

There are some exceptions to the above procedure. Some contract provisions limit grievability to up to the third or fourth level of the formal grievance procedure. The limitation of the grievance will be stated in the relevant contract provision. Also some contracts provide for an expedited Health and Safety Grievance procedure. A detailed description of the grievance procedure is contained in the Collective Bargaining Agreement. Employees are strongly encouraged to review the Collective Bargaining Agreement language for specific information regarding the grievance process.

GRIEVANCE PROCEDURE
California Association of State Scientists (CAPS)
(Bargaining Unit 10)



Note: Grievances must be filed on form STD. 630.

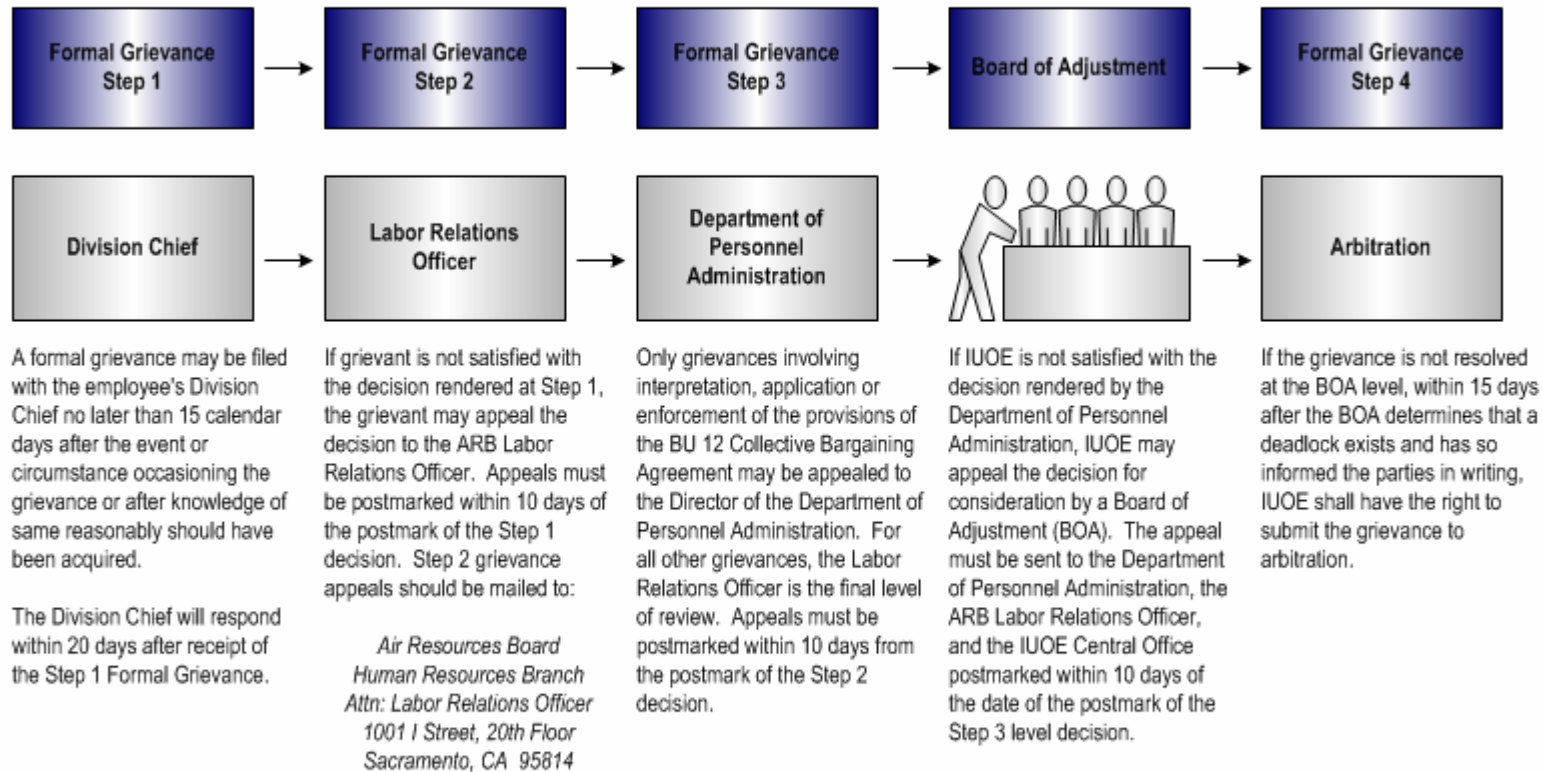
If the State fails to respond to a grievance within the time limits specified for a given step, the grievant has the right to appeal to the next step.

There are some exceptions to the above procedure. Some contract provisions limit grievability to up to the third or fourth level of the formal grievance procedure. The limitation of the grievance will be stated in the relevant contract provision. Also some contracts provide for an expedited Health and Safety Grievance procedure. A detailed description of the grievance procedure is contained in the Collective Bargaining Agreement. Employees are strongly encouraged to review the Collective Bargaining Agreement language for specific information regarding the grievance process.

GRIEVANCE PROCEDURE

International Union of Operating Engineers (IUOE)

(Bargaining Unit 12)



Note: Grievances must be filed on form STD. 630.

If the State fails to respond to a grievance within the time limits specified for a given step, the grievant has the right to appeal to the next step.

There are some exceptions to the above procedure. Some contract provisions limit grievability to up to the third or fourth level of the formal grievance procedure. The limitation of the grievance will be stated in the relevant contract provision. Also some contracts provide for an expedited Health and Safety Grievance procedure. A detailed description of the grievance procedure is contained in the Collective Bargaining Agreement. Employees are strongly encouraged to review the Collective Bargaining Agreement language for specific information regarding the grievance process.

Health and Safety Grievance:

It is the intent of the Health and Safety Grievance Procedure to ensure a prompt response to employees who feel a situation exists that constitutes an immediate and recognizable threat to their health and safety.

The Health and Safety Grievance procedures are not intended to include resolution of hazards and risks which are an ordinary characteristic of the work or are reasonably associated with the performance of an employee's responsibilities and duties. In addition, the Health and Safety Grievance procedure should not be interpreted as authorization to fail to follow orders or instructions. Departmental orders and State policy require that orders be obeyed promptly even where inherent risk is involved or where an employee does not personally agree with the order unless the order constitutes what a reasonable individual under similar circumstances would perceive as an immediate risk of death or of serious injury. All employees are expected to bring any concern regarding a potential health and safety concern to the attention of their supervisor and doing so does not in any way require the filing of a Health and Safety Grievance.

When an employee believes, in good faith, he/she is being required to work where an immediate and recognizable threat to employee health and safety exists, he/she should immediately notify his/her immediate supervisor. The supervisor will assess the situation, direct any necessary corrective action to eliminate any immediate and recognizable threat to health and safety, and either direct the employee to temporarily perform some other task or to proceed with assigned duties.

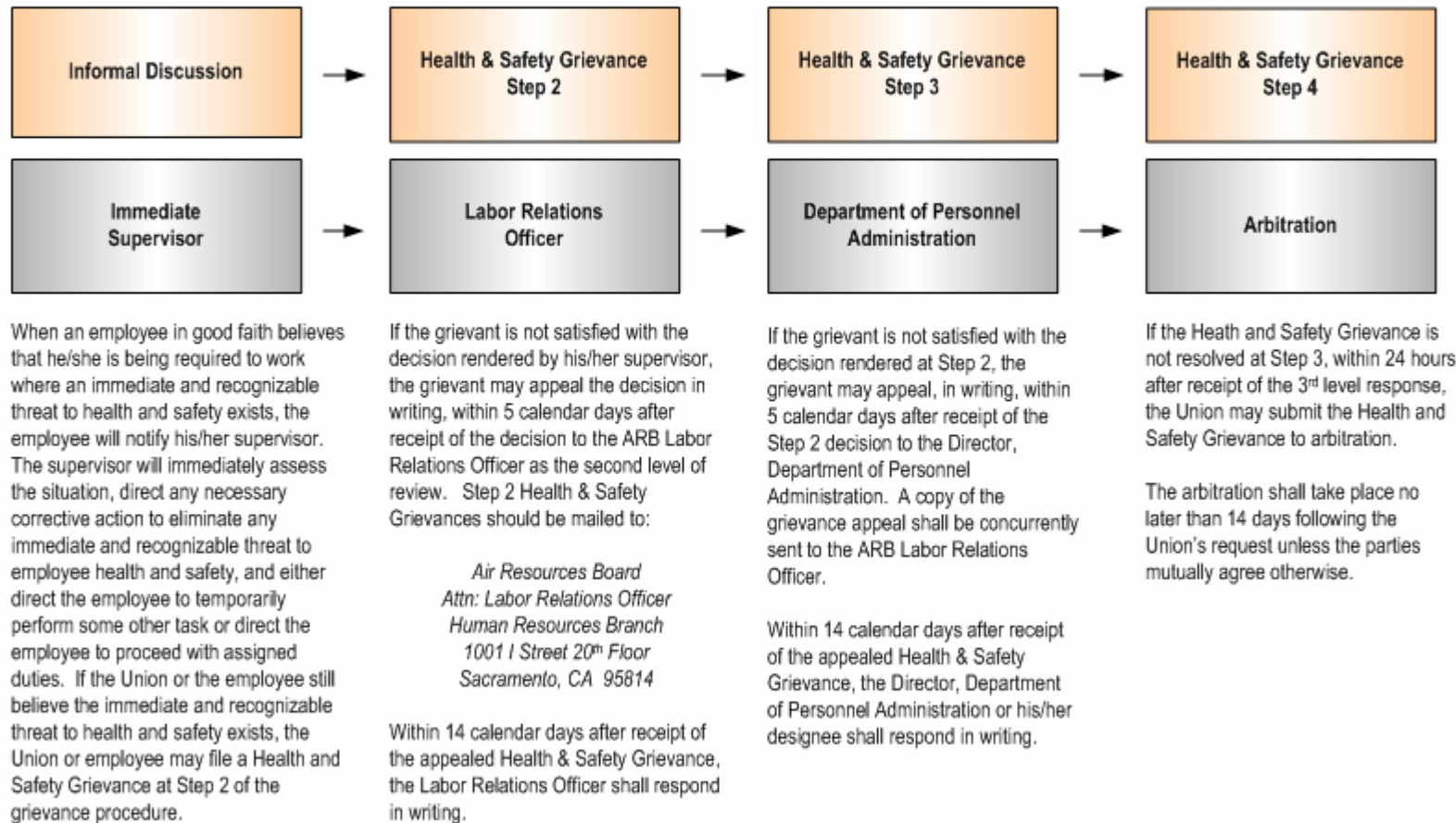
If the employee or his/her Union still believes the immediate and recognizable threat to health and safety exists, the Union or the employee may file a grievance under the Health and Safety Grievance provision of the Collective Bargaining Agreement.

Most of the State's Collective Bargaining Agreements contain an expedited process for resolving Health and Safety Grievances providing for filing of grievances at the 2nd level of the grievance procedure. For specific procedures and filing and processing timeframes for Health and Safety Grievances, refer to the applicable Collective Bargaining Agreement or contact the Labor Relations Section in Administrative Services Division.

Health & Safety Grievance Charts:

The following Health & Safety Grievance Procedure Charts serve as summaries only of the bargaining unit Health & Safety Grievance Procedure process. Employees are encouraged to review the specific provisions of the applicable Collective Bargaining Agreement prior to filing or responding to a formal Health & Safety Grievance.

HEALTH & SAFETY GRIEVANCE PROCEDURE
SEIU Local 1000
(Bargaining Units 1, 4, 11, 14 & 21)



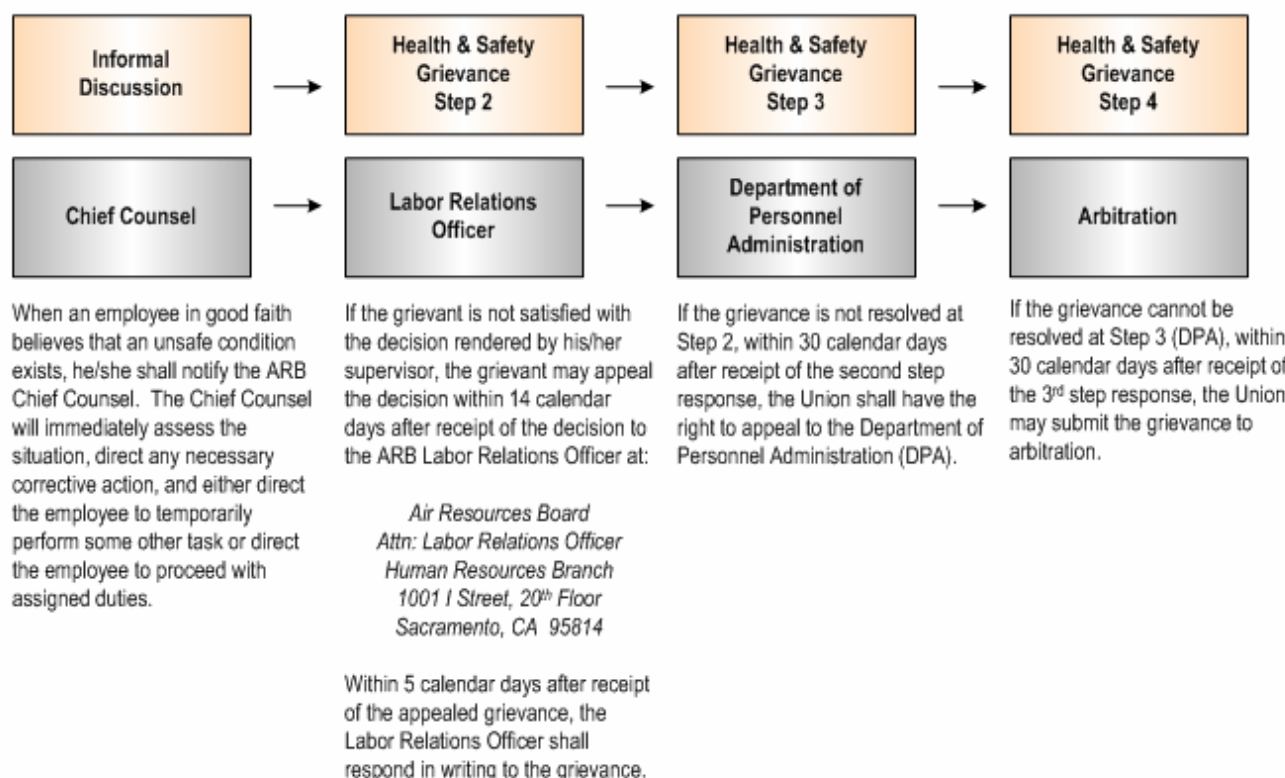
Note: Grievances must be filed on form STD. 630.

If the State fails to respond to a grievance within the time limits specified for a given step, the grievant has the right to appeal to the next step. A detailed description of the Health & Safety Grievance procedure is contained in the Collective Bargaining Agreement. Employees are strongly encouraged to review the Collective Bargaining Agreement language for specific information regarding the grievance process.

HEALTH & SAFETY GRIEVANCE PROCEDURE

California Attorneys, Administrative Law Judges and Hearing Officers in State Employment (CASE) (Bargaining Unit 2)

When the Union feels that there exists a clear and present danger of an imminent and severe threat to the health and safety of the employees, the Union may invoke the immediate Dispute Resolution- Health and Safety provision in Article 7.14 of the Unit 2 Collective Bargaining Agreement. When an employee in good faith believes that an otherwise unsafe condition exists, the employee shall notify his/her supervisor. The supervisor will immediately assess the situation, direct any necessary corrective action, and either direct the employee to temporarily perform some other task or direct the employee to proceed with his/her assigned duties. If the Union or the employee still believe the unsafe condition(s) exists, the Union or the employee may file a Health and Safety Grievance according to the Health and Safety Grievance Procedure found in Section 7.12 Health and Safety Grievances of the Unit 2 Collective Bargaining Agreement.



Note: Grievances must be filed on form STD. 630.

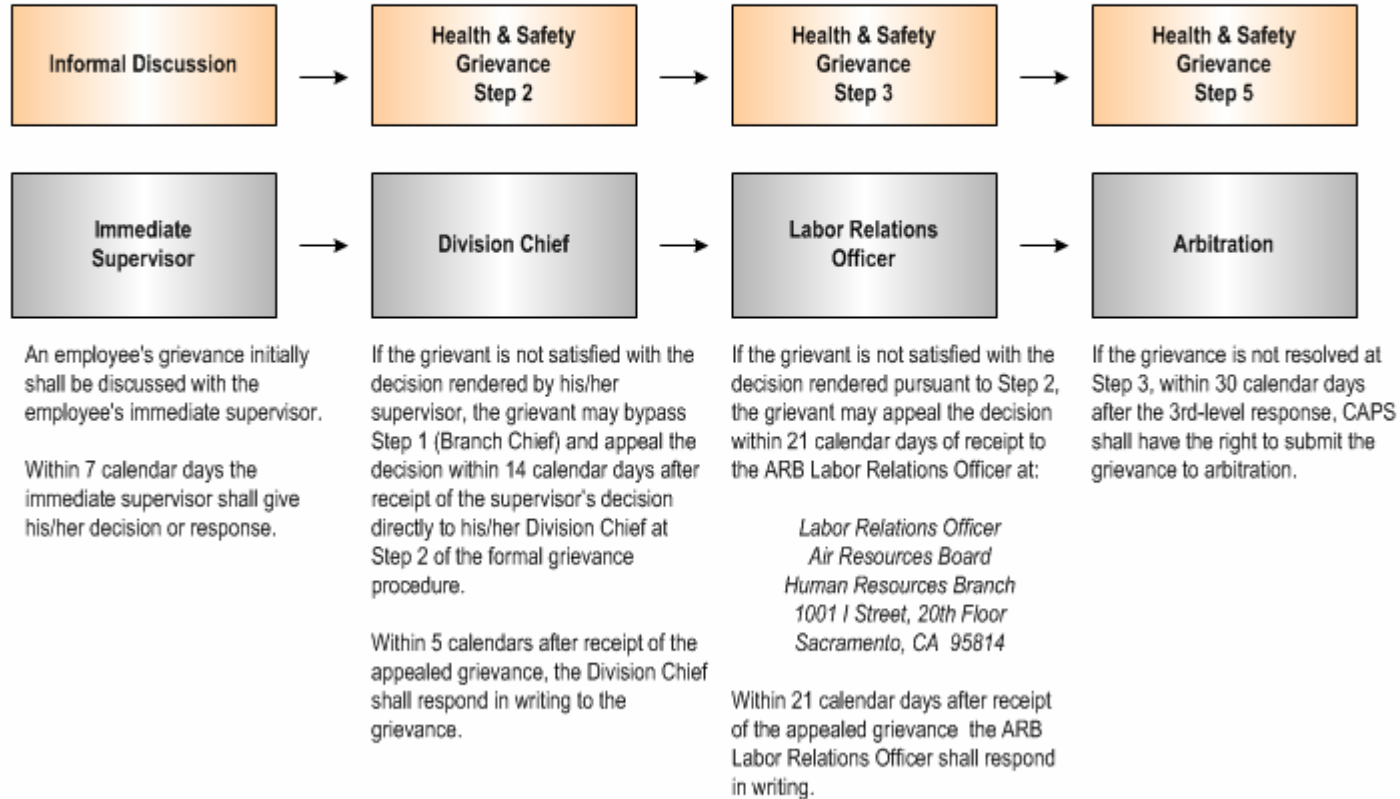
If the State fails to respond to a grievance within the time limits specified for a given step, the grievant or the Union has the right to appeal to the next step. A detailed description of the Health & Safety Grievance procedure is contained in the Bargaining Unit 2 Collective Bargaining Agreement. Employees are strongly encouraged to review the Collective Bargaining Agreement language for specific information regarding the health & safety grievance process.

HEALTH & SAFETY GRIEVANCE PROCEDURE

California Association of State Scientists (CAPS)

(Bargaining Unit 10)

All Health and Safety grievances deemed necessary for expedited processing shall be appealed directly to the second level of the grievance procedure pursuant to the modified time limits set forth below:

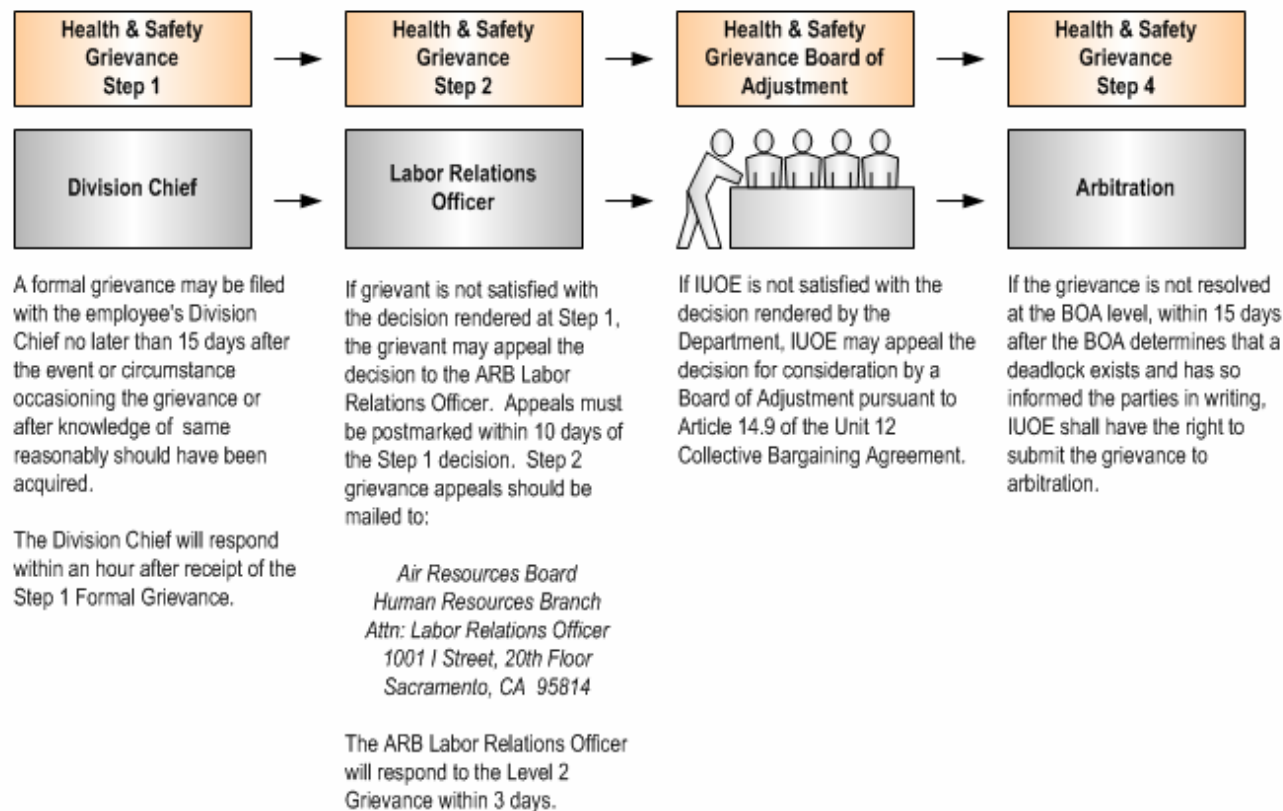


Note: Grievances must be filed on form STD. 630.

If the State fails to respond to a grievance within the time limits specified for a given step, the grievant has the right to appeal to the next step. A detailed description of the Health & Safety Grievance procedure is contained in the Collective Bargaining Agreement. Employees are strongly encouraged to review the Collective Bargaining Agreement language for specific information regarding the Health & Safety Grievance process.

HEALTH & SAFETY GRIEVANCE PROCEDURE
International Union of Operating Engineers (IUOE)
(Bargaining Unit 12)

When an employee in good faith believes that he/she is being required to work where a clear and present danger exists, the employee will immediately notify his/her immediate supervisor. The supervisor will immediately investigate the situation (unless circumstances do not permit, the supervisor will endeavor to check with a higher level of management or with the departmental safety officer) and either direct the employee to temporarily perform some other task or proclaim the situation safe and direct the employee to proceed with assigned duties. If the Union or the employee still believe the unsafe condition exists, the Union or the employee may file a formal grievance.



Note: Grievances must be filed on form STD. 630.

If the State fails to respond to a grievance within the time limits specified for a given step, the grievant has the right to appeal to the next step. A detailed description of the Health & Safety Grievance procedure is contained in the Collective Bargaining Agreement. Employees are strongly encouraged to review the Collective Bargaining Agreement language for specific information regarding the health and safety grievance process.

Work-Related Complaints:

A complaint is a dispute of one or more employees involving the application, interpretation, or enforcement of a written rule or policy not covered by the Collective Bargaining Agreement and not under the jurisdiction of the State Personnel Board.

With the exception of employees in Bargaining Unit 12, employee work-related complaints may be filed on either an "[Employee Contract Grievance \(Std. 630\)](#)" form or in memorandum format. Employees covered under Bargaining Unit 12 must file both grievances and work-related complaints using the "Employee Contract Grievance (Std.630)" form. All work-related complaints must include the following:

- (1) The date of the incident or action causing the complaint.
- (2) The date of the informal discussion and date of informal response.
- (3) The written rule or policy allegedly violated.
- (4) A clear description of the problem or issue causing the complaint.
- (5) The specific remedy being requested.

Failure to include the above information in the complaint document can result in the complaint being returned to the employee or his/her representative as incomplete and/or improperly filed. Timeframes for processing the complaint are not necessarily extended due to the return of an incomplete or improperly filed complaint.

Only grievances (issues involving the interpretation, application or enforcement of the provisions of a Collective Bargaining Agreement) may be appealed to the Department of Personnel Administration. For work-related complaints, the Labor Relations Officer is the final level of review.

Resources:

- [Collective Bargaining Agreements](#)
- [Employee Contract Grievance \(Std. 630\)](#)